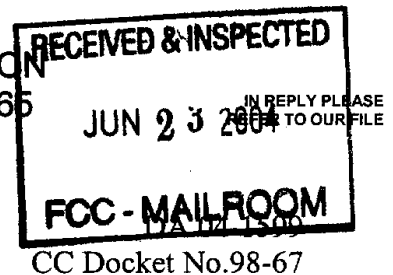




DOCKET FILE COPY ORIGINAL  
COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

June 18, 2004



MARLENE H DORTCH  
OFFICE OF THE SECRETARY  
FEDERAL COMMUNICATIONS COMMISSION  
445 12<sup>TH</sup> STREET SW  
ROOM TW-B204  
WASHINGTON DC 20554

Re: Submission of 2004 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 04-1599, released June 2, 2004 at CC Docket No. 98-67 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2004. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Eric Van Jeschke at (717) 783-3850.

Sincerely,

Robert A. Rosenthal  
Director  
Fixed Utility Services

Cc: Eric Van Jeschke  
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office

No. of Copies rec'd  
List ABOVE

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**AT&T RELAY SERVICES**  
**2004 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004

**Commonwealth of Pennsylvania - Totals**

June 8, 2004	2003							2004					
<b>Pennsylvania</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE					1			1	1		1	1	5
TTY		1		3	1	1	3	1		2	4	1	17
TOTAL	0	1	0	3	2	1	3	2	1	2	5	2	22

**AT&T RELAY SERVICES**  
**ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2003 through May 31, 2004  
Complaint Summary by Category

**Commonwealth of Pennsylvania - Summary by Category**

June 8, 2004	2003							2004					
<b>Complaint Category</b>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency					2		1	1	1			1	6
Confidentiality													0
Verbatim				3		1				2	2	1	9
Typing Issues		1					2	1			3		7
In Call Replacement													0
Answer Performance													0
Gender Accommodation													0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>22</b>

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**June 2003** – Nothing to report.

**July 2003**

**TTY July 10, 2003**

The customer complained that the CA typed too slowly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 11, 2003

**FCC:** Typing Issue

**August 2003** – Nothing to report.

**September 2003**

**TTY September 15, 2003**

The customer complained the CA was rude, did not relay the entire call, and was lazy.

**Category:** Attitude and Manner

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 15, 2003

**FCC:** Verbatim

**TTY September 18, 2003**

The customer complained that the CA did not leave a message on an answering machine.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 29, 2003

**FCC:** Verbatim

**TTY September 29, 2003**

The customer complained that the CA did not leave the entire message on his/her answering machine.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 1, 2003

**FCC:** Verbatim

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**October 2003**

**Voice October 1, 2003**

The customer complained that she is connected to TTY tones when dialing PA Relay. Also, the CA was holding a personal conversation during her call.

**Category:** Other (Misc)

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and advised the information would be forwarded to our technical department and the CAs manager.

**Contact Closed:** October 6, 2003

**FCC:** Transparency

**TTY October 8, 2003**

The customer had several complaints including CAs not following instructions and interrupting his conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer each CA's manager would follow up accordingly.

**Contact Closed:** October 31, 2003

**FCC:** Transparency

**November 2003**

**TTY November 2, 2003**

The customer complained that the CA was rude and did not type verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 4, 2003

**FCC:** Verbatim

**December 2003**

**TTY December 2, 2003**

The customer had several complaints about CAs that included delay of his calls, disconnecting him, and not following his instructions.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for each incident. Assured him follow up would be done with each CA.

**Contact Closed:** December 31, 2003

**FCC:** Transparency

**TTY December 12, 2003**

The customer complained about the CA's typing.

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

---

**Category:** Typing Skill/Speed

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** December 12, 2003

**FCC:** Typing Issue

**TTY December 16, 2003**

The customer complained that the CA's typing skills were poor.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** December 16, 2003

**FCC:** Typing Issue

**January 2004**

**Voice January 1, 2004**

The customer felt the CA was the worst he ever had. The CA chastised him for not using the GA, and when he requested a supervisor she hung up on him.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 1, 2004

**FCC:** Transparency

**TTY January 21, 2004**

The customer complained the CA typed too many spaces in between the words.

**Category:** Other (Misc)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** January 21, 2004

**FCC:** Typing Issue

**February 2004**

**Voice February 2, 2004**

The customer complained that the CA made inappropriate remarks about her mother who is a VCO user.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the incident would be reported.

**Contact Closed:** February 2, 2004

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

---

**FCC:** Transparency

**March 2004**

**TTY March 3, 2004**

The customer complained that the CAs did not type verbatim, did not follow his instructions, and did not identify themselves when he requested.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the managers of the CAs would follow up accordingly.

**Contact Closed:** March 31, 2004

**FCC:** Verbatim

**TTY March 23, 2004**

The customer complained that the CA did not type a word.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Explained to the customer that the answering machine message was difficult to understand.

**Contact Closed:** March 24, 2004

**FCC:** Verbatim

**April 2004**

**TTY April 1, 2004**

The customer complained that the CA typed terribly and spelled poorly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized and thanked the customer for providing feedback.

**Contact Closed:** April 1, 2004

**FCC:** Typing Issue

**TTY April 7, 2004**

The customer complained about the CA's typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 7, 2004

**FCC:** Typing Issue

**TTY April 12, 2004**

The customer complained that the CA made too many typing errors.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Maryland Relay Center and handled by the same.

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2003 – MAY 2004**

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**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 12, 2004

**FCC:** Typing Issue

**Voice April 15, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and explained that no records are kept of the conversations.

**Contact Closed:** April 15, 2004

**FCC:** Verbatim

**TTY April 28, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer that the CAs are trained to relay verbatim.

**Contact Closed:** April 28, 2004

**FCC:** Verbatim

**May 2004**

**Voice May 10, 2004**

The customer complained that the CA was making comments during her conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 10, 2004

**FCC:** Transparency

**TTY May 20, 2004**

The customer complained that the CA did not relay his/her conversation accurately.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 20, 2004

**FCC:** Verbatim